



YACA News

Communicating with California Professionals in Corrections and Parole

April 2005

Vol. 1, Edition 3

National Victims' Rights Week

April 10 - 16, 2005

Silver Anniversary

California: Pioneer in Victims' Rights

By **Roderick Q. Hickman**

Secretary

Youth and Adult Correctional Agency

On April 5, 2005, in commemoration and recognition of California's historical accomplishments in the field of Victims Services, Gov. **Arnold Schwarzenegger** will honor 130 programs that have provided continuous services to crime victims for more than 25 years. In an unprecedented event at the Reagan Library in Los Angeles, the Governor will honor several of these pioneers in the Victims' Rights movement. One recipient program, Mothers Against Drunk Driving, was started 25 years ago in Sacramento County by the family of **Cari Lightner**, a 13-year old who was killed by a drunken driver. Today, MADD is nationally recognized as one of the most influential organizations for initiating public policy change, including stricter drunken driving laws, lower blood alcohol levels, victim impact panels and impaired teen driver prevention programs. Largely because of MADD's tireless work, the term "designated driver," once unfamiliar, is now commonplace. Another pioneer program that will be recognized this year is

(Please see *Hickman*, page two)

Secretary Hickman Calls for Safety Review of All State Prisons and Juvenile Facilities

By **J.P. Tremblay**

Assistant Secretary

Youth and Adult Correctional Agency

California Board of Corrections Chairman **Roderick Q. Hickman** asked the board to establish a panel to review staff safety issues at all 32 state prisons and eight juvenile facilities following the receipt of another critical report on staff safety at the California Institution for Men.

The board will take formal action on this request at its next business meeting. In the meantime, board staff will work with the directors of both the California Youth Authority and the Department of Corrections to establish the broad-based panel.

The staff will invite representatives from the American Correctional Association, the California Correctional Peace Officers Association, the Association of State Correctional Administrators, the Association of Black Correctional Workers, the Chicano Correctional Workers Association, the California Correctional Supervisors Association, the California Department of Corrections and the California Youth Authority

to participate as members of this panel. The panel will be charged to evaluate staff safety practices and provide recommendations to the departments to improve safety for all employees in state prisons and juvenile facilities.

"The two reports I have received on the homicide of Correctional Officer **Manuel A. Gonzalez, Jr.**, made it very clear to me that we, as a state, must do more - better training and supervision - to ensure our staff is safe," said Hickman.

CDC Director **Jeanne S. Woodford** and CYA Director **Walter Allen**, both

passionately committed to improving staff safety, have offered to provide employee expertise and support for the board and the panel. The Board of Corrections has the statutory authority to provide oversight of local detention facilities and to set operational standards for both youth and adult facilities.

"The board has been doing an outstanding job at the local and county levels for many years and the state should and will take advantage of the board's vast expertise," Hickman said. The board's next business meeting is scheduled for May 19 in Sacramento.

Inside YACA News

Evolution of Impact of Crime Programs.....	2
Advocate Perspectives.....	3
Research Matters.....	4
CYA Road to Reform-Classification.....	6
Resources for Victim Services.....	8
Strategic Plan Update.....	9

Evolution of the Impact of Crime on Victims Program

By *Jill Weston*

PA II Specialist

California Youth Authority

How many corrections-based programs can you name that have weathered budget cuts, leadership changes and staff turnover? How many corrections-based programs can you name that have weathered philosophical changes in treatment and accountability models? How many corrections-based programs can you name that staff, offenders, victims and the public have remained enthusiastic about since 1984? Without a doubt one program is the California Youth Authority's **Impact of Crime on Victims** program.

The program is structured to hold juvenile offenders accountable by stressing their personal responsibility for the human consequences of their crimes. Through discussion, interactive exercises, role-plays, videos and exposure to victim speakers offenders are given the opportunity to take responsibility for the harm they have caused.

The ICV program has been replicated in the California Department of Corrections,

and in numerous local and state adult, juvenile, federal and military correctional facilities. The program has been featured in the media and has garnered local and national recognition including the American Correctional Association "Best Practices Programs in Corrections" award.

The first ICV curriculum was drafted in 1984 by victims' services pioneers **Sharon English** of the CYA and **Martie Crawford** of Riverside County Victim Witness and was based on classes already being conducted in the CYA.

In 1995, CYA and Mothers Against Drunk Driving worked together to develop a comprehensive ICV curriculum with the assistance of a grant from the Department of Justice, Office for Victims of Crime.

In response to requests from CYA and CDC staff, as well as local and national agencies, the 1995 ICV curriculum will be updated to reflect more relevant content and effective teaching strategies. The goal of the program will remain the same to provide offenders an opportunity to understand and take responsibility for the harm they have caused.

In March, a workgroup was convened consisting of victims, victim impact teachers, casework staff, and consultants. The subject matter experts developed key elements of an updated curriculum, addressing the needs of both victims and offenders.

Once curriculum has been developed and approved, implementation plans will be addressed to include staff training, program oversight and policy development. The goal is to develop a national model curriculum that can be used within a correctional setting for both juvenile and adult offenders.

Jill Weston can be reached at jweston@cya.ca.gov.

*"Justice will be achieved
only when those, who are
not injured, feel as
indignant as those who are."
Anonymous*

Hickman...(From page one)

California's Victim Compensation Program that has paid out millions of dollars to victims of crime, since its inception in 1965.

These groups, and many others, were started by Californians who took the lead in the battle for crime victims' rights, pushing for national, state and local laws and regulations that protect crime victims from becoming victims of the system. With the leadership of Californians, such as former Gov. **George Deukmejian** and former President **Ronald Reagan**, this country began to focus on the needs of crime victims. It was 25 years ago this month that President Reagan declared the first national Crime Victims Rights Week, "Justice for All, Even the Victims," and since that time, much has been accomplished in the field of crime victims' rights.

But the history of the movement goes back further than the creation of the first Crime Victims' Rights Week. Since the mid-1960's, California has been a leader in victim services beginning with the establishment of the state Victim Compensation Fund, and following with the development of Victim Witness Programs in county District Attorney's Offices, Sexual Assault Treatment Centers in local hospitals, and community domestic violence shelters.

California has continued to lead the charge to improve services for crime victims in many other ways, including establishing a statewide juvenile corrections victim services office and having Californians serve in national leadership capacities.

Despite these past successes we are now challenged to do better. We cannot rest on our laurels. One of our biggest challenges is protecting and enforcing the hard-fought rights gained for victims over the past quarter century. The Governor's Office and the Youth and Adult Correctional Agency are committed to improving services for the victims and survivors of the offenders sent to state prisons and juvenile facilities. YACA's new management structure will build on the prior achievements of the Department of Corrections and the Youth Authority victims services operations and be reconfigured to improve services to crime victims. Plans are underway to host 10 regional meetings with victim service providers and we will revise our evolving Mission and Goals statements to be more inclusive of victims and survivors.

But even more importantly, we will focus on developing more programming to change the way offenders see their victims.

Literate and job skilled offenders will continue to hurt people if there is no remorse and empathy for their victims. We will increase programs that hold offenders responsible for the harm they have caused and provide opportunities for them to take responsibility for their actions.

One area of increased responsibility will be restitution collection. This will include educating staff and offenders, changing laws and policies. For example, in the CYA, court ordered restitution is a condition of parole, but in CDC no such provision or law exists. That inequity is wrong and needs to be corrected and we will work to make that happen. Offenders need to restore some of the financial losses victims bear, not only because it is fair, but also because it is an effective tool for teaching that there are consequences for their criminal behaviors.

Our plans are ambitious and far-reaching. We will need the support of all YACA staff as we continue to press for victims' rights and become an amplifier for their concerns and an advocate for their needs. "Justice for All, Even the Victims," the theme of that first Crime Victims' Rights Week, is a goal that remains as important today as it was 25 years ago.

Advocate Perspectives: Staff on the Front Line with Victims

CDC Staff Goes the 'Extra Mile' for a Victim

By **Jeanne Jackson**
Restitution Analyst
California Department of Corrections

It has been almost two years since this inmate was sentenced for what he did to me and my children. It has been a long road to recovery, but we are getting there. Now I find out that he has been transferred to a facility that offers a work program that allows him to be outside the prison. You have now given him the ability to sneak away and find his way back to me and my children to follow through on threats he made to kill us. He is unrelenting and evil and I truly believe that this is an attempt to gain access to freedom so he can escape. You have now taken away all the peace of mind that I had worked so hard to achieve and replaced it with fear. You have turned back time and put me in a place again where I live in fear. Excerpts from the victim's letter to CDC.

I work for the California Department of Corrections as a Restitution Analyst for the Office of Victim Services and Restitution. On July 17, 2004, I received an anguished call from a stalking victim. Her stalker, who was sentenced to a mainline facility until 2007 for habitual stalking, breaking a restraining order and death threats, had been transferred to Sierra Conservation Center for placement in a fire camp. How could this happen I wondered; how does a stalker qualify to serve time outside prison walls?

I contacted the Classification and Parole Representative at SCC who advised that the warden made the placement decision. Since the defendant was not sentenced under Penal Code 667, he did qualify for camp placement; however, they would honor the victim's parole request for a 35-mile radius and qualify the inmate for only central camp placement. The victim prepared a letter which was forwarded to the warden and

C&PR at SCC, requesting reconsideration and denial of fire camp placement.

You say "no, he won't escape," that you will be watching him. Ha! I say. You won't be focused on what he is doing; you will be focused on the matter at hand, not to mention several other inmates. He will get away; he will escape. He will make his way down here to finish what he started – Excerpts from the victim's letter to CDC.

On Aug. 23, 2004, I attended the National Organization of Victim Advocates Conference in Sacramento. While working the OVS's display booth, I was approached by Correctional Counselor I **Mike Burrell** from SCC. I told Burrell about this victim, asked if he knew of the inmate and advised him that I did not feel as though I was going to be able to help this victim. According to other prison staff I had spoken to previously, "if placement was made by the Warden's

(Please see Advocates, page six)

Filling Victim Needs: The Work of a Victims Services Specialist

By **Josie Montano, PAII**
Victims Services Specialist
California Youth Authority

I often tell people that the Youth Authority has seen me through pre-adulthood into full-blown adulthood. If I didn't learn something from seasoned staff, I learned it from the offenders. Today, my learning continues — but this time from victims.

While I've never been a victim of a serious crime, since I was a small child I've always had an innate heartfelt compassion for victims. Nonetheless, my current day-to-day interactions with victims have taken my compassion to another level.

Often, I find myself "putting myself in their shoes," an exercise we use with offenders. The loss of my husband or one of my sons to murder, an assault on my brother, my best friend being raped — these scenarios I run through my head and have kept me up at night. I am usually left in a panicked state. When I return to a calmer self, I begin to think about how victims may

have this panicked feeling regularly. Regardless of what the offender is charged with or how much time he/she received, the feelings are universal and for some, never go away.

Recently, I attended a lifer hearing at the Department of Corrections with victims in attendance, which further confirmed my thoughts. Prior to the hearing, the victims shared their story with me and showed me a picture taken of their daughter just a few months before she was murdered eighteen years ago. We laughed as they shared stories of the good times but once they entered the boardroom their moods immediately changed. Panic and hurt shown in their faces -- even after 18 years.

Ironically, a few days later I began coordinating victim attendance for a parole consideration hearing for an offender who was committed to the Youth Authority for manslaughter. When I called the victim's mother I knew she would ask the inevitable question, "Why is he paroling so soon?"

She began to cry and I could hear the panic in her voice. I remembered the victims at the lifer's hearing and saw parallels in the two cases. The same feelings, same impact, same panicked state; the only difference was that her son was killed just a few years ago. Just recently she took his voice off their answering machine greeting.

When I think about this year's National Crime Victims' Rights Week's theme: "Justice Isn't Served Until Crime Victims Are" I wonder how much service are we really providing victims? My job is to provide this victim with the answer to her question, "Why is he paroling so soon?" I explain the laws but only after I acknowledge her feelings. Feelings I now know never really go away.

Victims services means accommodating victims in a variety of matters, such as the setting of a hearing date or time, legal questions and, most importantly, how to be heard. It is the least we can do.



RESEARCH MATTERS

Research Findings: Substance Abuse Treatment Programs Reduce Recidivism

By **Michael Prendergast, Ph.D.**
Integrated Substance Abuse Programs
University of California, Los Angeles

Research on 12 California Department of Corrections substance abuse programs is providing important information about the effectiveness of prison-based treatment and about factors that are associated with the success of inmates who participate in these programs (although it should be noted that

prison treatment are less likely than Whites and African Americans to enter community aftercare, but they are also less likely to be reincarcerated. This may suggest that particular characteristics of Latino social and/or family support systems are effective in preventing reincarceration.

- Five years after leaving prison treatment, significantly fewer of the participants in the Amity treatment program at the R. J. Donovan Correctional Facility were returned to custody than were those in the no-treatment group (76 percent vs. 83 percent).

- The Amity treatment participants who were returned to prison spent an average of six months longer on the street before their first reincarceration than did those who did not receive treatment in prison.

- At 12 months following release, women who participated in the Forever Free Program (ISAP) at the California Institution for Women had fewer arrests, less drug use, and greater employment compared with women who did not receive treatment.

- A survey of program participants found that even though inmates usually enter prison treatment involuntarily, most are positive about their treatment experience.

These findings were published in a special issue of the *Prison Journal* (Volume 84, Issue 1, March 2004) which was published by researchers at UCLA, Integrated Substance Abuse Programs and National Development and Research Institutes (NDRI), Inc., in New York.

Currently, the California Department of Corrections funds nearly 8,000 treatment slots at 36 programs in 19 prisons, as well as funding treatment in the community for those graduating from prison-based programs. In an historical overview of correctional treatment in California, **Harry Wexler**, of NDRI, and I noted that since 1990 the treatment system for prisoners in California has become one of the largest in the nation, in terms of both the number of programs and the number of inmates served in these programs.

For more information on these studies, please contact Dr. Prendergast at mlp@ucla.edu.



Michael Prendergast, Ph.D.
University of California, Los Angeles

association does not prove that there is a “cause and effect” relationship). Treatment is provided under contract by the Amity Foundation and by the Integrated Substance Abuse Programs. Here are some of the findings from these studies:

- The more time that inmates participate in prison treatment, the more likely they are to enter community aftercare and the less likely they are to be reincarcerated 12 months after release to parole. Similarly, increased time in community aftercare treatment is associated with lower reincarceration rates.

- The more time parolees participate in community aftercare treatment, regardless of whether it is provided in a residential or outpatient setting, the less likely they are to be reincarcerated within twelve months.

- Hispanics who participated in

Helping Staff Victims

By **Terry Thornton**

PIO II

California Department of Corrections

The California Department of Corrections Office of Victim Services and Restitution not only assists people victimized by crime, but also assists CDC employees who are assaulted on the job. If the offense is referred to a district attorney and criminally prosecuted, the employee can be awarded a direct order of restitution. Direct orders are a means of financial recovery for out-of-pocket expenses related to the employee’s economic loss as a result of the offense.

And like other victims of crime, the employee can also be given information about the offender’s parole release date and location, and receive assistance for imposing special conditions of parole.

The return to work coordinator and OVS staff will work with employees to find community-based referrals for their special needs.

One of those community-based groups seeking to balance the scales for victims is the California Correctional Crime Victims Coalition, Inc. Founded in 2002, the CCCVC was formed to respond to the concerns of correctional employees about the growing number of staff assaults.

“Many employees who are victims of crime on the job and outside the prison walls need help for themselves and their families to recover from the physical and emotional trauma from being assaulted,” CCCVC Executive Director **Lisa Northam** said. “Never in my wildest dreams did I imagine that this organization would take off to the magnitude that it has,” she added. The coalition is working with CDC and California Youth Authority employees who have been assaulted while on duty or have become victims of crime while off duty.

“The goals are to assist victims of assaults in the work place and victims of violent crime in the communities and to be a support to their families and loved ones after being victimized by inmates, wards and parolees,” Northam said.

(Please see *Helping Staff*, page seven)

Holding Offenders Financially Accountable

By **E. Monica Montanez**
Victims Reparation Analyst
California Youth Authority

Ensuring that offenders are held financially accountable for their crimes is one small piece of claiming justice for victims. I've been fortunate to see the great strides that the California Youth Authority has made in enforcing this right during my nine years in working for the Office of Prevention and Victims Services.

In addition to providing outreach and support to our victims, CYA was successful in initiating legislation and passing law in January 1998 to increase restitution collections. Additionally, OPVS has provided restitution training to CYA staff, judges, county district attorneys, and probation

departments. But is there an area we could improve in?

Part of putting victims first is educating our offenders about the emotional, financial, physical, and spiritual impact their crimes have had on their victims and survivors. Based on these principles, OPVS decided to initiate a Restitution Training Program for CYA offenders. Would an offender be motivated to want to pay if they understood the purpose of paying restitution, how their restitution is determined, where their restitution money goes, the benefits of paying, and consequences of not paying?

The responses and participation from offenders during this training has been phenomenal. The restitution video developed by OPVS allows offenders to hear from victims directly the overall impact the crime has had on them and how restitution would be beneficial.

Additionally, offenders are able to hear another perspective from their own peers when they talk about the importance of making amends to their victims. The interactive exercises and scenarios the offenders are given during the training have allowed them to recognize who the true

victims are and to begin taking responsibility for what they've done.

Since May 2000, OPVS has provided restitution training to more than 1,300 offenders and parolees. The objective is to provide this training to CYA offenders upon arrival so that they begin to reflect on their responsibilities to their crime victims and survivors immediately. We encourage those interested in receiving restitution training or for additional information to please contact OPVS at (916) 262-1534.

"Justice cannot be for one side alone, but must be for both."
Eleanor Roosevelt

YACA News

The Electronic Edition

The YACA News is published monthly by the Youth and Adult Correctional Agency Office of Communications and Public Affairs.

Arnold Schwarzenegger

Governor

Roderick Q. Hickman

Secretary, YACA

J.P. Tremblay

Executive Editor

Nancy Lungren

Todd Slosek

Deputy Executive Editors

Margot Bach

Julio C. Calderon

George N. Kostyrko

Sarah Ludeman

Terry Thornton

Contributors

Gloria Powell-Wells

Marguerite Rylander

Production

Please submit questions, stories and pictures to:

agencynews@corr.ca.gov

Board of Prison Terms Victim Services Unit

The Board of Prison Terms established the Victim Services Unit in direct response to the 1982 passage of Proposition 8, the Crime Victims Bill of Rights. Among the many rights that it conferred upon crime victims was the opportunity to appear at parole hearings to share with the hearing board the impact that the crime had on their lives.

Those rights are now incorporated into the Penal Code and the BPT's regulations. **Katie James**, the Victims Services Assistant, is based in the Executive Office and administers crime victim appearances at parole hearings. Her purpose is to provide as much assistance as possible, in an objective and unbiased manner, for those victims who express a desire to be heard in parole hearings.

The Victim Services Assistant is responsible for 1) notifying victims of parole hearings, 2) gathering personal information from victims who attend hearings to screen them for security purposes, 3) scheduling their appearances, including the arrangements for gate

clearances at institutions, 4) maintaining data that is used for research and analysis of crime victims issues.

James is far from being merely an administrator. Her job requires personal contact that reflects an understanding and sensitivity to the emotional circumstance of crime victims. It also requires considerable talent for logistics, including the technical intricacies of videoconferencing, and an extensive knowledge of the laws and regulations that govern the appearance of crime victims. Services range from helping crime victims prepare impact statements and explaining BPT rules and procedures to helping them with the logistics of traveling to the prison and appearing at the hearing. Currently, more than 6,262 victims or family members of crime victims rely on her services for attending lifer parole suitability hearings, up to 1,500 of them a year.

If you would like additional information about attending a BPT hearing, please contact Katie James toll free at (866) 278-9282, or by e-mail at kjames@bpt.ca.gov.

On the Road to Reform

Risk and Needs Classification for Youth Authority Wards Has Variety of Uses

By **Rudy Haapanen**, Ph.D.
Chief of Research
California Youth Authority

As part of its effort to create a safer, more treatment-oriented environment, the Youth Authority has been developing tools and processes to help place wards in appropriate housing units. The Youth Authority vision would have smaller, more specialized housing units designed and staffed to accommodate wards with different needs for security/supervision and treatment.

Security is one of the more obvious priorities in correctional institutions, yet it is not always obvious that one of the more critical elements in maintaining security is a good risk and needs classification system. The CYA's Research Division has been working with I & C Branch and Information Technology Office staff to develop an improved risk-assessment process to identify wards that require higher security in their institutional placements. The Division is also refining screening instruments and processes for identifying wards with special treatment needs (mental health, sex offender, substance abuse).

A new risk assessment instrument that focuses on a ward's risk of institutional violence has been administered to all incoming wards since January. The instrument uses information from the ward's prior records and from psychological tests that have been routinely administered for several years. In developing the instrument, researchers examined disciplinary records on some

10,000 wards admitted since 1997 to see what pieces of information best distinguished wards that were security problems from those who were not.

The next step in this work is the development of a re-classification instrument that will use information about the ward's actual behavior within the CYA to modify the initial classification. An instrument for parole-violators will also be developed that will use the ward's institutional and parole behavior. As the project moves forward, a process for monitoring and tracking classification-related decisions will be developed for evaluation and auditing purposes.

The Research Division is also fine-tuning the instruments and processes used to identify special treatment needs and is exploring ways to make this information available to all staff on an as-needed basis. Formats for presenting risk information, special needs information, and "behavioral scripts" (suggestions regarding the best way to work with particular types of wards) are being designed. These will be made available through an interface with the local institution data system.

The final stage of the project will involve the development of a more "objective" parole classification system — one that will identify aftercare service needs and risk of re-offense.

For more information, please contact Dr. Haapanen at rhaapanen@cya.ca.gov

Advocates...(From page three)

Committee, then it was going to happen." He handed me his card and asked me to call him at his office the following week and he would see what he could do.

On Sept. 1, 2004, I spoke with Burrell at SCC and forwarded the victim's letter to him. He informed me that he would take the inmate's central file to his chief deputy and see if camp placement could be reconsidered. I called Burrell back on Sept. 3 to discuss the results of the meeting and was informed that this case was to be returned to the warden's committee on Sept. 28, along with a memo Burrell had prepared after carefully reviewing this case. We agreed to speak again after the committee review.

On Nov. 3, I called Burrell and he informed me that the inmate's camp placement was revoked and he will be permanently ineligible for camp placement. He went on to say that the inmate would serve the remainder of his time on the prison grounds. I thanked Burrell, and immediately called the victim with the good news. Wow, what a gift!

Thanks to Burrell, I was able to give this victim something that most of us take for granted each day -- peace of mind. She and her daughters now have more time to heal, not hide. Without his assistance and hard work I would not have been able to make that phone call. I want to recognize CCI Mike Burrell for taking the time to listen to this victim's situation, question committee decisions, and prepare persuasive, in-depth documentation about this case that resulted in the right decision.

Factoids...

In FY 2003-04, \$0.55 million was withheld from Prison Industry Authority inmates' wages for victim restitution.

Since FY 1992-93, more than \$5.2 million has been withheld from PIA inmates' earnings for victim restitution.

CYA wards in Free Venture Program jobs have paid more than \$1.4 million in restitution from June 1985 through June 2004.

"I cannot say whether things will get better if we change; what I can say is they must change if they are to get better." G.C. Lichtenberg

The Crime Clock Ticks...

Homicide 16,204 a year; 44 a day; an average of two people an hour.

Rape 198,850 a year; 545 a day; an average of 23 people an hour.

Assault 4,606,740 a year; 12,621 a day; average of 526 people an hour.

Theft 14,198,290 a year; 38,899 a day; average of 1,621 thefts an hour.

Domestic Violence 588,490 women a year; 1,612 a day; average of 67 women an hour.

Elder Abuse 472,813 a year; 1,295 a day; average of 54 elder victims an hour.

School Violence 703,800 a year; 3,910 a day; average 163 violent incidents an hour against children 12 - 17.



Office for Victims of Crime

Victims Community Comes to Learn and Teach

By **Suzanne Neuhaus**
Victim Services Specialist
California Youth Authority

Despite all the negative press and heightened scrutiny of the California Youth Authority, the victims community has stepped forward to assist the CYA with its reform efforts. An example is **LaWanda Hawkins**, Director of Justice for Murdered Children and a mother whose son was murdered.

Hawkins dedicates her time advocating for the needs of crime victims and survivors, informing the public about the hidden epidemic of homicide and works with law enforcement and community organizations to promote awareness and prevention of violence.

Prior to the closing of Fred C. Nelles Youth Correctional Facility, Hawkins volunteered as an impact speaker for the Impact of Crime on Victims program. Although Hawkins is currently not volunteering for the CYA, she along with several community organizations and the Los Angeles Police Department have expressed an interest to work with CYA

wards in an effort to ensure successful reintegration into the community.

With the assistance of CYA Victims Services Specialist **Suzanne Neuhaus** and ICV Instructor **Felicia Jones**, a group of stakeholders (law enforcement, counseling programs, substance abuse treatment programs, faith-based organizations, and victims advocacy groups) met at the LAPD 77th Precinct on Feb. 5, 2005 to discuss the CYA victims awareness efforts and opportunities for victims to become impact speakers.

A former ward, committed to the CYA for homicide, spoke on the impact the ICV program continues to have on his life. Following his presentation, a mother whose son was gunned down nearly two years ago hugged him and said, "That's the most significant touch I've felt since my son was killed."

On this day, great emotion was expressed as personal stories of loss and triumph were shared and a very meaningful relationship was forged!



Gathered at a recent victim awareness meeting in Los Angeles are (l to r) Justice for Murdered Children Director **La Wanda Hawkins**, CYA Victims Services Specialist **Suzanne Neuhaus**, Impact of Crime on Victims Teacher **Felicia Jones**, and Rev. **Michael J. Ealey**.

Attorney General's Crime Victims Conference

The Attorney General's annual one-day victims conference will be on **April 13, 2005**. Featured speakers include Los Angeles County District Attorney Head Deputy **Bill Hodgman**, who will discuss the two most difficult days of his career as a prosecutor -- the **O.J. Simpson** "not guilty" verdict and the U.S. Supreme Court's decision in the **Stogner** case which caused the dismissal of hundreds of child molestation cases.

Other featured speakers are: Stanislaus County District Attorney **Jim Brazelton**, who will discuss the **Scott Peterson** murder case; **Bruce Harrington** of Newport Beach, who will talk about the murders of his brother and sister-in-law and how that tragedy moved him to spearhead the passage of Proposition 69 that expands the statewide DNA database; and **Carla Pearson** whose son was killed by a four-time drunk driver which motivated her to campaign for harsher sentencing. This no-cost conference is from 8:30 a.m. to 4:30 p.m. and will take place at the Legislative Office Building, Room 100, located at 1020 N Street in downtown Sacramento (right across from the Capitol). Please RSVP by e-mail to victim_services@doj.ca.gov or call toll free at (877) 433-9069.

Helping Staff...(From page four)

Employees can find advice, assistance and/or information about recovery, investigations, workers' compensation, disability and personal injury claims, legal rights, and legislation. The CCCVC also works with county victim witness programs and statewide crime victim groups and is working to develop programs that will address the long-term impact of victimization of staff.

Northam said there are more than 2,300 members in the CCCVC throughout the state and the non-profit group has formed a sister organization called Crime Victims Coalition that includes members from various law enforcement agencies, county victim agencies and elected government officials.

"I have learned first hand the respect and influence that CCCVC and CVC has with the communities in which we work, the Legislature, community victim programs and, most importantly, the victims we have helped," Northam said.

To find out more, call the California Correctional Crime Victims Coalition at (866) 357-9388 or visit them on the web at www.cccvc.org.

Victims' Rights Week Events

April 11, 2005, Moment of Silence, CYA Central Office, 10 a.m.

April 12, 2005, Victims March, State Capitol, West Steps, 10 a.m.

Editor's Note: To those facilities who have scheduled Victims' Rights Week ceremonies and activities, we encourage you to submit stories and pictures of these events for the May issue of YACA News. Please send your entries to agencynews@corr.ca.gov.

Justice Isn't Served Until Crime Victims Are
National Crime Victims' Resources 2005
<< SILVER ANNIVERSARY >>

**Information and Referrals about Victims' Rights, Services,
and Criminal and Juvenile Justice Resources**

Presented as a public service by the Office for Victims of Crime and Justice Solutions



Battered Women's Justice Project	800-903-0111
Bureau of Indian Affairs Indian Country Child Abuse Hotline	800-633-5155
California Victim Compensation and Claims Board	800-777-9229
Childhelp USA National Hotline	800-4-A-CHILD
	TDD 800-2-A-CHILD
Federal Trade Commission Identity Theft Hotline	877-ID-THEFT
Justice Statistics Clearinghouse	800-851-3420
Mothers Against Drunk Driving	800-GET-MADD
National Center for Missing and Exploited Children	800-843-5678
	TDD 800-826-7653
National Center for Victims of Crime	800-FYI-CALL
National Children's Alliance	800-239-9950
National Clearinghouse for Alcohol and Drug Information	800-729-6686
	TDD 800-487-4889
	Hearing Impaired 800-735-2258
National Clearinghouse on Child Abuse and Neglect	800-394-3366
National Crime Prevention Council	800-NCPC-911
National Criminal Justice Reference Service	800-851-3420
National Domestic Violence Hotline	800-799-SAFE
	TTY Hotline 800-787-3224
National Fraud Information Hotline	800-876-7060
National Organization for Victim Assistance	800-TRY-NOVA
National Organization of Parents of Murdered Children, Inc.	888-818-POMC
National Resource Center on Domestic Violence	800-537-2238
	TTY Hotline 800-553-2508
National Sexual Violence Resource Center	877-739-3895
Office for Victims of Crime Resource Center	800-851-3420
	TTY 877-712-9279
Office for Victims of Crime Training and Technical Assistance Center	866-OVC-TTAC
	TTY 866-682-8880
Rape, Abuse and Incest National Network	800-656-HOPE
Resource Center on Domestic Violence, Child Protection and Custody	800-527-3223

Tip's Tips on Media Interviews

By **Tip Kindel**

Communications Director
Board of Prison Terms

Periodically, YACA News will offer some helpful how-to information concerning public speaking, presentations, and the perennial favorite, media interviews.

These generally rank several points above death among surveys of people's worst fears. I still recall fondly a six word message from my secretary, "**Mike Wallace** is here to see you."

While few people literally collapse and die during a media interview, many have succeeded in inflicting needless embarrassment and career death upon themselves.

In my experience, I've seen the interviewees overestimate their abilities and underestimate the reporter's ability. Chief executive officers often are the worst offenders.

Some often don't see the value in practice and mock interviews and think it is not relevant to their position. They are, after all, the CEO who knows enough about the organization to "wing it" without adequate preparation.

Afterwards, in shock, they wonder how they crashed and burned so disastrously in front of thousands or millions of people on television, radio, newspapers, or magazines.

Here are rules to follow:

The second rule is there is no substitute for preparation going into any interview on any topic. Ask the reporter what areas will be covered so you can do the necessary homework to have the most current facts.

Then ask yourself, what are the worst questions you could be asked? Have responses for those questions. Remember, once in front of the reporter, no questions are off limits. What does matter is how you handle the questions.

The third rule is to make your responses simple, concise and direct. The reporter is asking questions, but the media outlet really is your conduit to the audience watching, listening, or reading your responses. Develop and direct your key messages to the audience. Write them out and refine them until you can say them comfortably in 10 to 15 seconds each. Answer honestly. Don't speculate. If you don't know, say so. Tell the reporter you will get the information and provide it soon after the interview.

Never say "no comment," don't debate the reporter, and don't lose control of your emotions. "No comment" makes it seem you have something to hide, the debate will never be seen by the audience, but your loss of emotional control will...leaving the audience to wonder why you were so hostile to their favorite reporter who comes into their home every night on television.

Media interviews are an opportunity for you and your organization to get across your message to your target audience, e.g. peers, regulators, legislators, partners, staff, etc. regardless of the situation. Media interviews are short, so focus on the positive.

The first rule, of course, is knowing the media policy. Within the Youth and Adult Correctional Agency, media interview decisions are made by the Communications offices. If approached by media, contact Communications before responding.

If you are selected to be the spokesperson on a particular topic, you will have experienced communicators to help you.

Strategic Planning Update

In an effort to keep you informed about Agency's Strategic Planning efforts, we have highlighted some of the major tasks underway:

- The Governor's Reorganization Plan #1 (which is YACA's Strategic Plan and Structural Reorganization) was approved by the Little Hoover Commission and submitted to the Legislature on February 22, 2005. The Legislature now has until May 4, 2005 to vote on the reorganization plan.
- Strategic Goal and Strategy Teams are currently being formed to oversee the implementation of Agency's Strategic Plan, as well as work with the performance measures that will be put into place for each goal area.
- The beginning of April will mark the release of Agency's web-based Directory of Community Organizations. The directory will include contact information as well as the services provided by each organization.
- On April 28, Agency will meet with the Educational and Vocational Community Organizations to identify new and existing partnerships and capabilities.
- The hotline for FAQ's is now up and running, so if you have any questions that you are eager to ask regarding the Strategic Planning and/or Structural Reorganization efforts, let us know.
- The Administration is working closely with the Legislature to determine the structural placement of juvenile operations in the new organization.

**Questions? Call
866-772-2703**

FREE TRAINING IS A PHONE CALL AWAY



Recognizing that training needs occur at all levels of government, CDC's Office of Victim Services and Restitution has embarked on a massive outreach program. Staff members travel throughout the state to provide victim rights training to probation officers, parole agents, district attorneys, victim advocates, and judges. This year, OVSR is also providing training to non-profit victim organizations. If you would like to receive FREE training, please call our toll free number at 1-888-562-5874 and ask for **Jennifer Bowden**.